



North Carolina's 511 System

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OUTLINE



- Factors that influenced NCDOT to implement a 511 system?
- Process of Development
- Stakeholders in the NC 511 system
- Experiences along the way
- System Features of NC's 511 System

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WHY DID NCDOT IMPLEMENT 511?



- Congestion Worsening on NC roadways
- Additional ITS Tool
- Enhanced current ITS system
- Connection of all transportation modes
- Foreseeable Benefits to our transportation users

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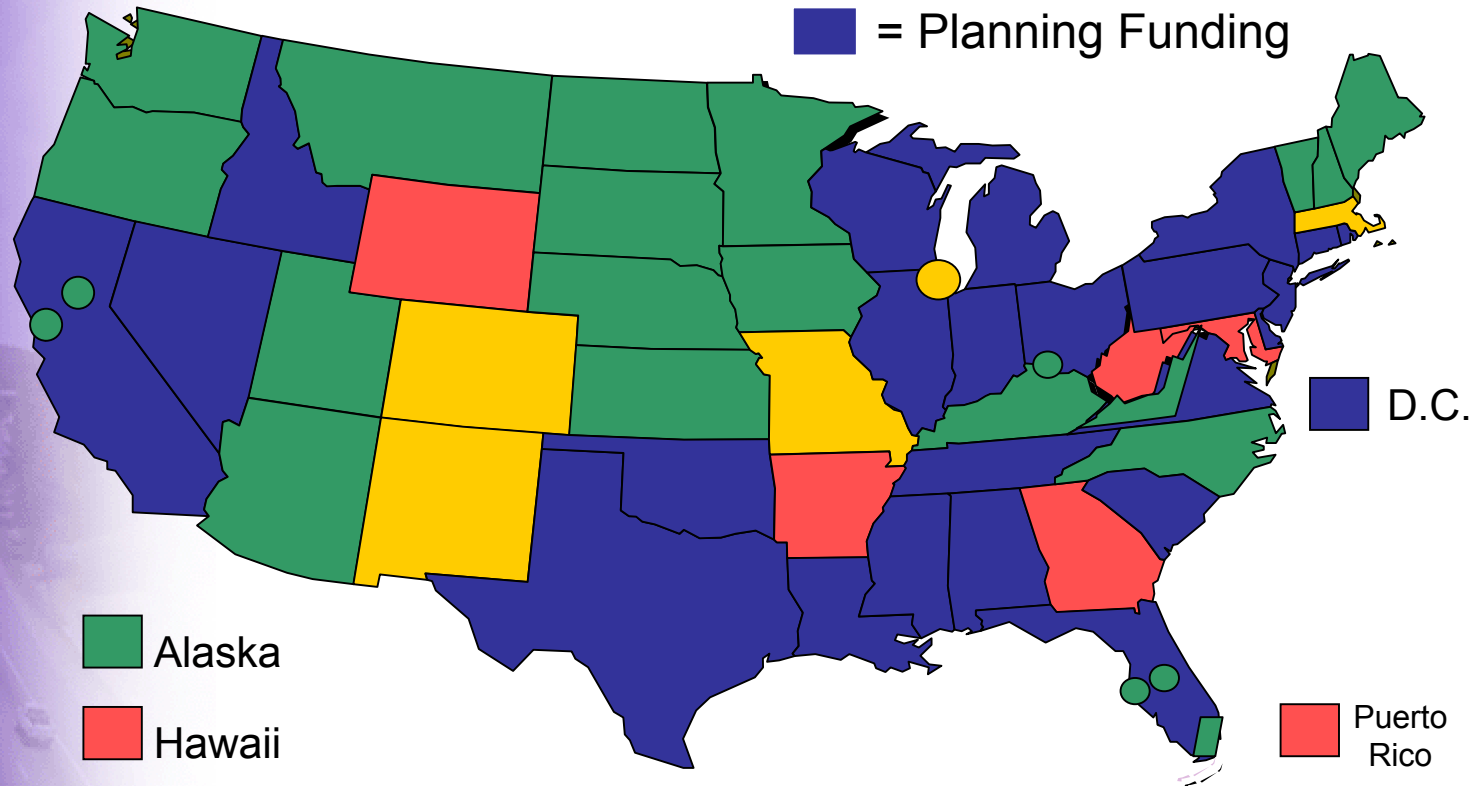


511 Deployment Status

as of September 7, 2004

*Currently accessible by
24% of Population*

- = 511 Operational ("Live")
- = Expect 2004 Launch
- = Planning Funding



Accessible by 33% of Population in 2004

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Process of development



- Observed other states who had implemented
- Contracted with Kimley-Horn & Assoc., Inc. to develop a System Implementation and Design Plan
- Worked with Various Stakeholders for input
- Contracted with the National 511 Alliance (PBS&J, SmartRoute Systems/Westwood One, Logic Tree, Tele Atlas, and Meteorlogix) to build, operate and maintain NC's 511 system

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Stakeholder Input



- * Met with/Contacted various agencies to gain input into proposed system:
 - NCTIA (NC Telephone Industry Association)
 - NCUC (NC Utilities Commission)
 - Tellme
 - BeVocal
 - Various Transit Agencies
 - NC Tourism
 - NCDMV
 - NCSHP
 - NCDOT - Ferry Division
 - NCDOT - Rail Division
 - Signing (Logo)

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Existing Trav Info Services in NC



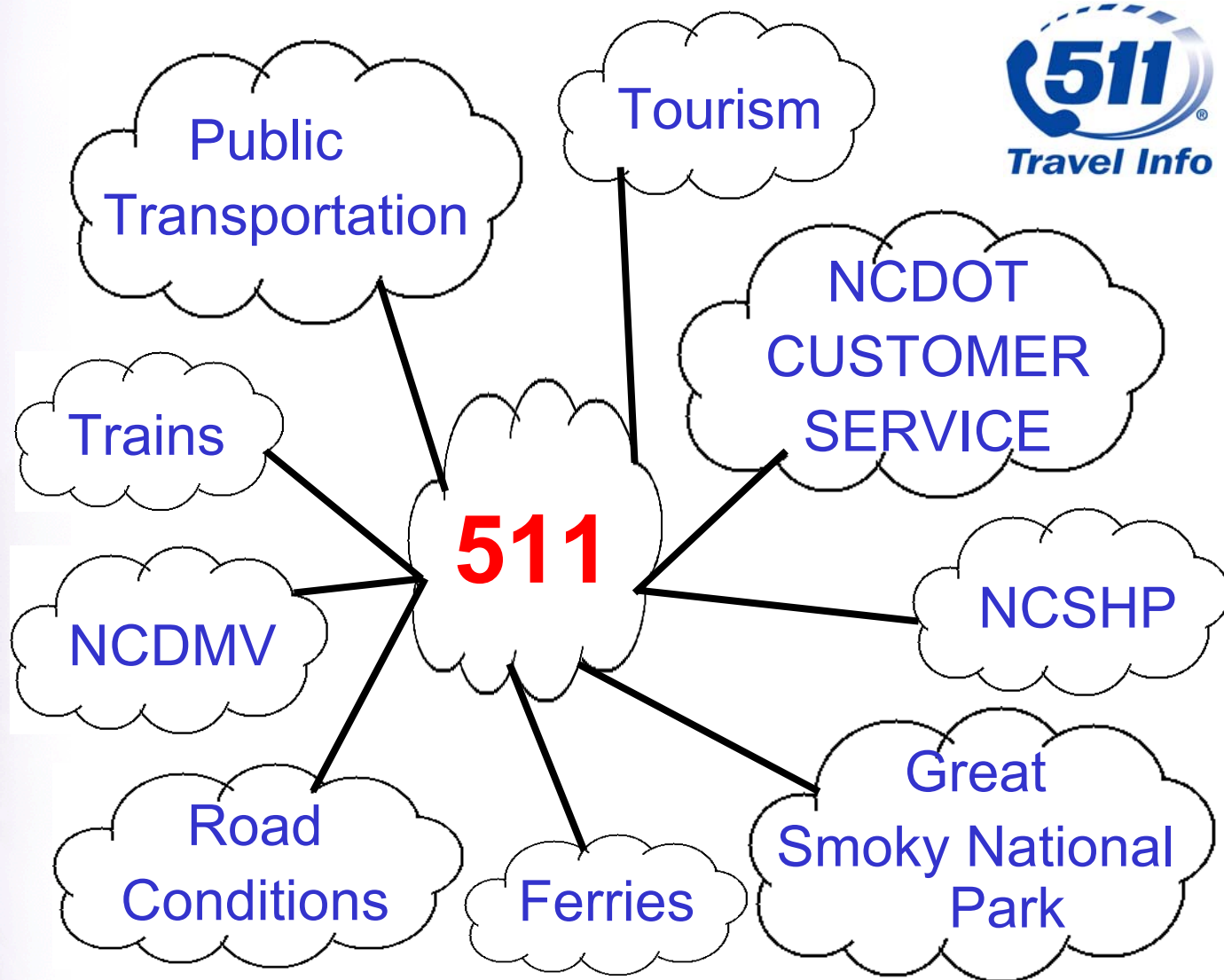
- **NCDOT - Ferry Division**
(1-800 BY FERRY)
- **NCDOT - Rail Division**
(1-800 BY TRAIN)
- **NCDOT Customer Service**
(1-877-DOT 4 YOU)
- **NC Tourism**
(1-800 VISIT NC)
- **NC State Highway Patrol (NCSHP) (*HP)**
- **NC Division of Motor Vehicles (NCDMV)**
- **103 Urban and Rural Public Transportation Agencies**
(Voice automated or live Operator)
- **WWW.NCSMARTLINK.ORG**
Traveler Information Management System (TIMS)

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Goal of NC's 511 Program



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EXPERIENCES ALONG THE WAY



- North Carolina Telephone Industry Association
- North Carolina Utilities Commission
- NCDOT Information Technology
- Information Resource Management Commission (IRMC)
- Purchasing
- State Information Technology

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511 System Features



- Multi-modal
- Voice activated/recognition system
- Points to 800 toll free number therefore, it is a free call to users
- Phased Statewide - all information available pertaining to Highways, Trains, Ferries, Tourism, NCDMV, & NCDOT deployed in the initial deployment. Transit will be deploy one region per FFY of the project until all regions deployed.



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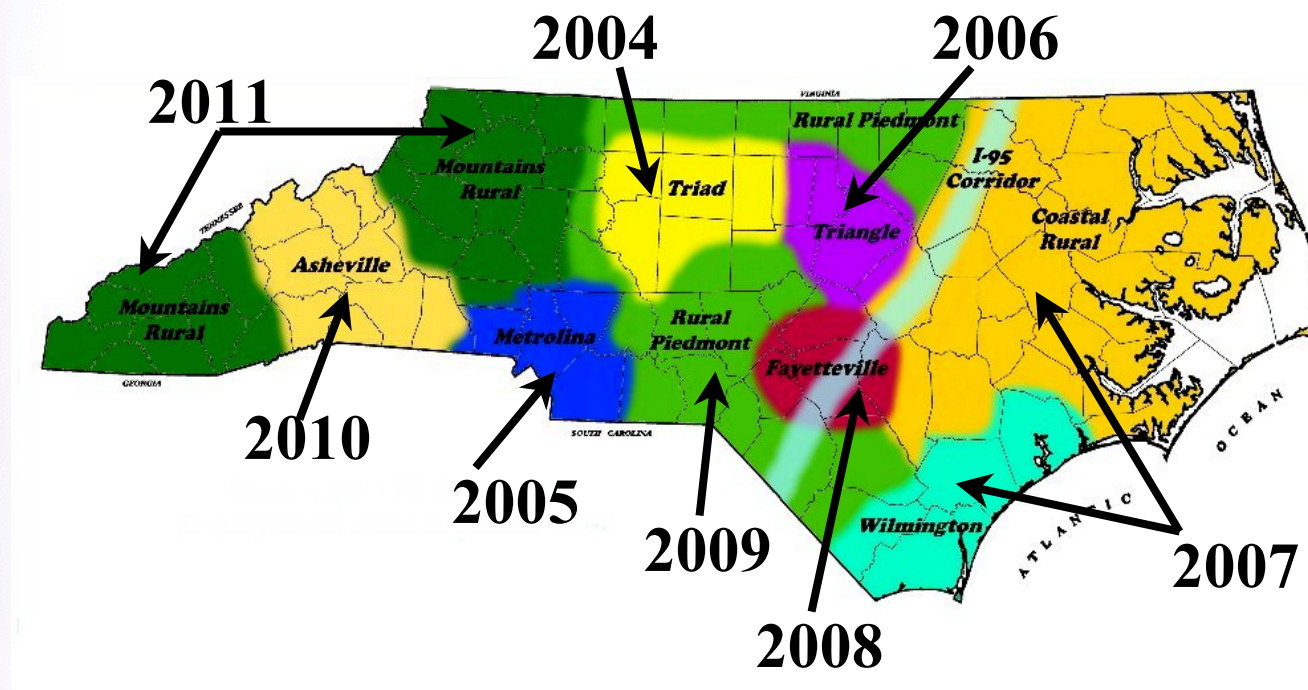


511 System

Features



- Proposed Phased Deployment Areas for Transit Information:



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511 System Features



- Allows for Floodgate messages
- No Busy Signal to the caller
 - 72 ports
 - 96 ports for queued calls
- Local Road Condition Content for the major metropolitan areas.
- Impacts to road conditions that are due to weather
- Forecasted weather that could affect travel
- Call persistence
- Call interruption



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511 Content




- Provide direct transfers to the following agencies:
 - | North Carolina Department of Transportation's Rail Division
 - | North Carolina Department of Transportation's Ferry Division
 - | North Carolina Division of Tourism
 - | North Carolina Department of Transportation's Customer Service
 - | North Carolina Transit Agencies
(Transit information will be deployed regionally each year)
- Provide contact phone numbers for the following agencies:
 - | North Carolina Division of Motor Vehicles (NCDMV)
 - | Great Smoky Mountains Park Service

**** The North Carolina State Highway Patrol (NCSHP)
will be added in the next phase.**

511 Traffic Content



Traveler Information Management System (TIMS)


NORTH CAROLINA DEPARTMENT OF TRANSPORTATION
Traveler Information Management System

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[CONTACT US](#)
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NC SMARTLINK
 NCDOT
 NC-GOV

[Log in](#)

[FAQ](#) | [Maps](#) | [Tourism](#) | [Cameras](#) | [Emergency Info.](#)

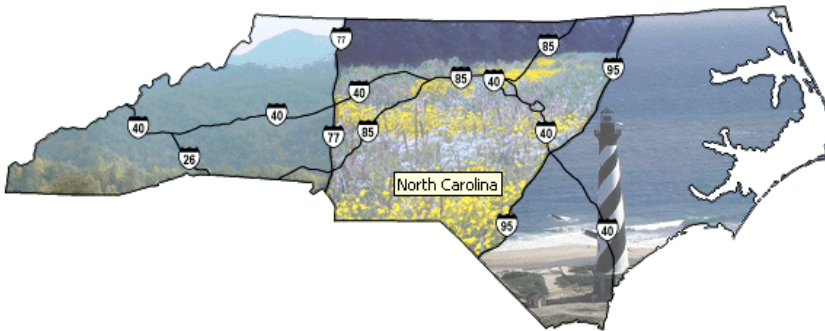
[Other Info](#)

- Ferry Info
- Train Info
- Travel Info for Other States
- Construction Projects

Traveler Information Management System
Welcome to NCDOT's
Traveler Information Management System. (TIMS)

Get real time information on events that cause severe and unusual congestion on NCDOT maintained roadways in North Carolina by clicking a region on the map, by choosing a county, or by choosing a road below.

Select by Region:
 Route:
 County:



[Download all Active Incidents into Excel](#)

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511 Traffic Content



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» **Other Info**

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Incidents for I-40

Select by Region: Route: County:

[Incidents] [Adverse Weather]

The following incidents were found on I-40

Description	Road	County	Location
Construction	I-40	Guilford	Both Directions
Construction	I-40	Guilford	Greensboro / Mile Marker 139 to 135 Heading West
Construction	I-40	Alamance	Mile Marker 140 Both Directions
Construction	I-40	Haywood	Mile Marker 15 Both Directions
Construction	I-40	Forsyth	Clemmons / Mile Marker 180 to 182 Heading East
Construction	I-40	Forsyth	Clemmons / Mile Marker 184 to 180 Heading West

Adverse Weather Listing

(I-40 spans the following counties.)

County	Interstates	US/NC Routes	Secondary Roads
Alamance	Clear	Clear	Clear
Buncombe	Clear	Clear	Clear
Burke	Clear	Clear	Clear
Catawba	Clear	Clear	Clear
Davie	Clear	Clear	Clear
Duplin	Clear	Clear	Clear
Durham	Not Reporting	Not Reporting	Not Reporting
Forsyth	Not Reporting	Not Reporting	Not Reporting
Guilford	Not Reporting	Not Reporting	Not Reporting
Haywood	Not Reporting	Not Reporting	Not Reporting

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Menu Tree

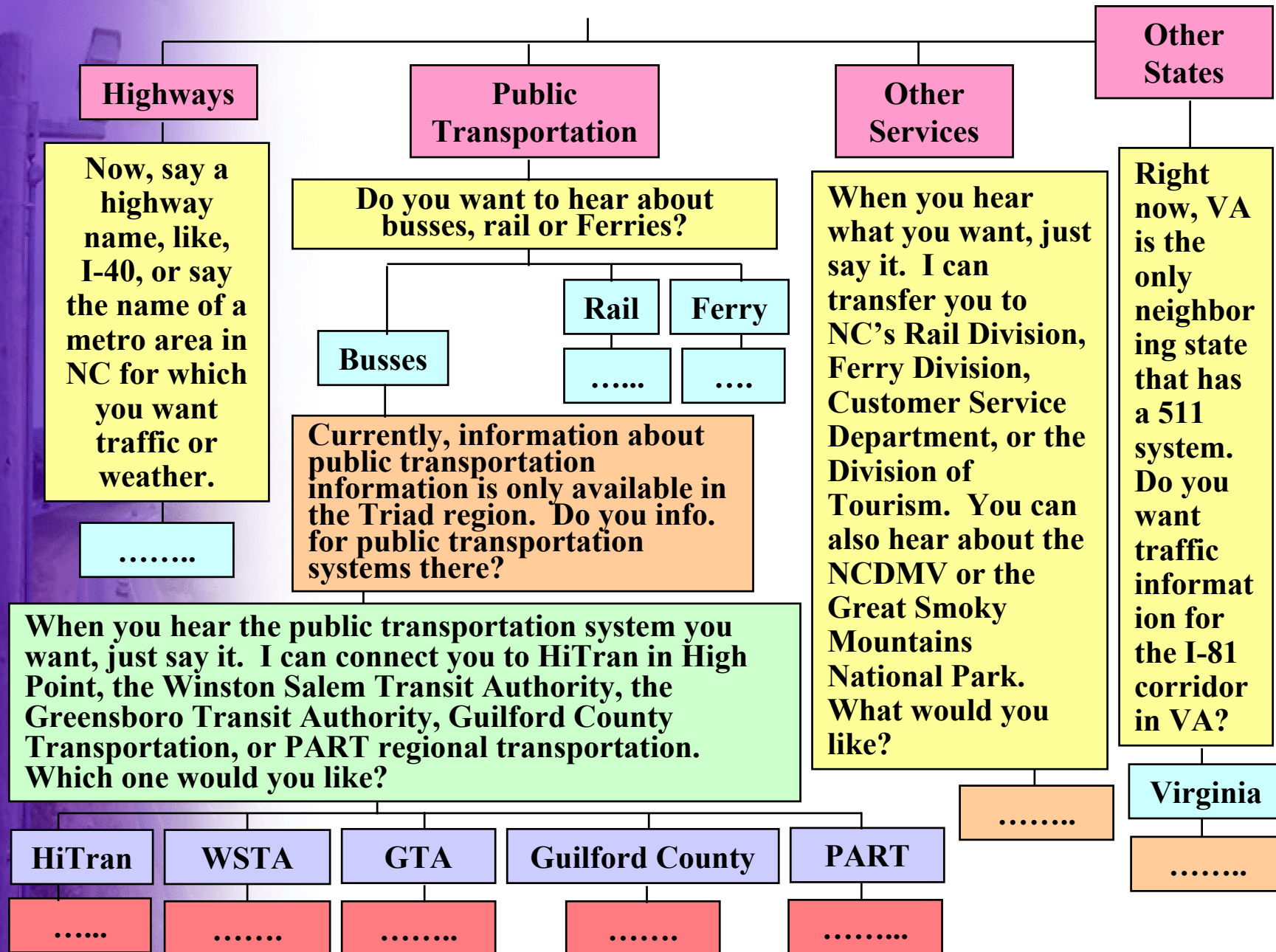
Introduction
“Welcome to the NC 511 Traveler Information Line”

Main Menu
You can say ‘main menu’ at any time to return to this menu. If you need instructions, say ‘help’. To hear instructions for using your telephone’s touch tone keypad to answer the question, press 88 or “TT” for touch-tone. Now, do you want information about ‘highways’, ‘public transportation’, or ‘other services’? You can also get travel information for ‘other states’. What would you like?

Floodgate Message

- Highways**
- Public Transportation**
- Other Services**
- Other States**

Menu Tree



NC 511's System



- SYSTEM WAS LAUNCHED ON AUGUST 25, 2004
- Speakers:
 - Mary Peters, FHWA Administrator
 - Congressman Brad Miller, North Carolina's 13th Congressional District Representative
 - Lyndo Tippet, NCDOT Secretary of Transportation
 - Doug Galyon, NCDOT Board of Transportation Member

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NC 511's System



- 82,845 total calls to the NC 511 system as of Monday September 6, 2004

■ 8-23-04: 1280	■ 8-31-04: 2853	
■ 8-24-04: 2860	■ 9-01-04: 3165	
■ 8-25-04: 6724	■ 9-02-04: 2848	
■ 8-26-04: 5376	■ 9-03-04:	} 42,476
■ 8-27-04: 5591	■ 9-04-04:	
■ 8-28-04: 2686	■ 9-05-04:	
■ 8-29-04: 3081	■ 9-06-04:	
■ 8-30-04: 3905		

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QUESTIONS ?

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